

MY MOTOR CITY CRUISE ACCOUNT

MOBILE TICKETING FAQ



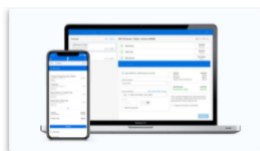
Start managing your tickets at cruisebasketball.com/myaccount

- Log in using the primary account holder email
- Find the event you would like to manage and select it

The screenshot shows the top navigation bar with the Motor City Cruise logo on the left, "Contact Us" in the center, and "Sign In" with a user icon and a shopping cart icon on the right. Below the navigation bar is a blue banner with the heading "Welcome to Account Manager," followed by a paragraph: "Account Manager is your dedicated platform for purchasing, upgrading and managing tickets. To access your tickets, pay an invoice or purchase tickets, log into your account by selecting 'Sign In/Sign Up' in the upper right corner and entering your email address and password. For first time users, please click 'Sign In/Sign Up' in the upper right corner. Create your account by selecting 'Click Here' at the bottom of the screen." A vertical scrollbar is visible on the right side of the banner.



Manage Tickets



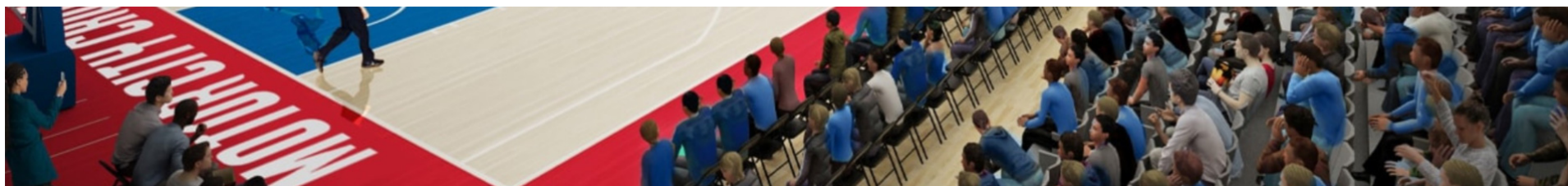
Pay Invoice



Buy Tickets



Contact Us



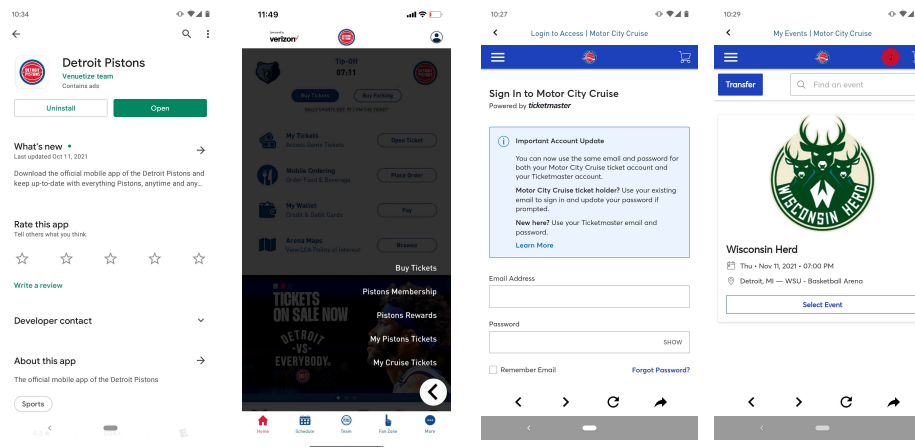
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DIGITAL TICKET MANAGEMENT



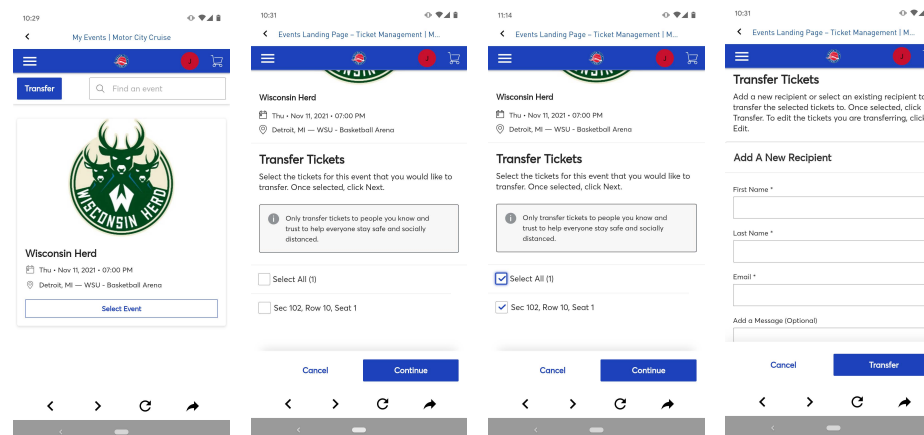
Mobile Entry

- Download the Pistons app
- Select “My Cruise Account” from the Tickets bubble
- Log in using the primary account holder email
- Tap on the game you would like to manage
- Swipe left or right to view additional tickets
- Please note: Motor City Cruise tickets cannot be added to mobile wallets through the app.



Transfer Tickets

- Choose “Transfer”
- Select the seats you would like to transfer and click “Transfer to”
- Transfer tickets via email or text message
- You will receive a confirmation that your tickets have been transferred
- Recipient will receive an email to accept tickets



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What makes mobile better?

You will receive quick and easy entry into Wayne State Arena using your smartphone. There will be a reduced risk of forgotten, lost, stolen or counterfeit tickets, and you will be able to manage, transfer and/or sell your Motor City Cruise tickets at any time.

What is the cost for managing mobile tickets?

Managing tickets through the respective mobile platforms is free. There are no costs to view, transfer or donate your Cruise tickets.

How do I get the Detroit Pistons app?

The Official Detroit Pistons app is free to download at the Apple App Store or Google Play Store.

If I can't download the Detroit Pistons app, can I still access my mobile tickets?

Yes. You can always access your tickets from Cruisebasketball.com by accessing your My Cruise Account information via your smartphone's internet browser.

Can I still print tickets as a PDF file?

No. The "print-at-home" functionality in Ticketmaster.com and Account Manager will no longer exist for Cruise games at Wayne State Arena. The "print-at-home" option will no longer be available as a delivery method for any ticket purchases or ticket transfers.

If I don't have access to a smartphone, how do I access my tickets?

If you don't have access to a smartphone, please call the Wayne State Arena Box Office at (313) 577-4074 or you can reach a ticket representative at (313)-PISTONS.

What does a mobile ticket look like?

Your barcode includes leading-edge technology with fraud and counterfeit protection, so you won't be able to use screenshots or printouts. When you arrive at the game, use the Pistons app to locate your tickets. Your phone's your ticket, which you'll show to the ticket scanner, get your phone scanned – and you're in!

How do I transfer a ticket?

Transferring tickets is a simple process on your smartphone:

- Log in to your account on your smartphone
- Select "Manage My Tickets" or "Tickets"
- Select an event by tapping on it
- Select "Send." Note: You will be notified if and when applicable, as not all events and seats are eligible for transfer
- Select seats that you wish to transfer
- Select "Done" to complete your action for this event
- Click "Continue" to proceed into the transfer process

How do I sell a ticket?

Selling a ticket is similar to transferring a ticket, with a few extra steps:

- Log in to your account on your smartphone
- Select "Manage My Tickets" or "Tickets"
- Select an event by tapping on it
- Select "Sell." Note: You will be notified if and when applicable, as not all events and seats are eligible for sale
- Select seats that you wish to sell
- Enter the price you wish to be paid and the list price for the tickets
- Select "Post for Sale" to complete your action for this event

Can I have multiple tickets stored on a single mobile device?

Yes. Once you select the event you're attending, you will be able to view all your tickets by swiping left or right.

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Can I use a screenshot of my tickets to enter Wayne State Arena?

No. Screenshots of tickets will not be accepted. You can access your tickets from the Detroit Pistons app or on your phone's browser.

I accidentally sent my tickets to the wrong email address. Can I reclaim them?

Yes. As long as the recipient has not accepted the tickets, you can cancel the transfer in Ticketmaster's Account Manager, and re-send them to the correct email address.

What if my phone breaks, dies, or is lost or stolen prior to entering Wayne State Arena?

Please visit the Wayne State Arena Box Office. You will need to present a valid photo ID that matches the name on your account.

What if I forgot my password?

Click "Forgot Password?" then enter the email address associated with your account and check your email to reset your password.

What if I am not attending the event but the tickets are purchased under my name?

If you purchased tickets for a relative, friend, or client you will need to transfer the tickets to them. The recipient will need to create a Cruise account (if they don't already have one) to receive the transferred tickets. Once the transfer is complete, the recipient will receive an email notification. Once they accept the transfer, the tickets will appear in their Cruise account. Please note that once the recipient accepts the tickets you've transferred, your original tickets and bar codes will automatically be voided.

Can I enter Wayne State Arena with multiple tickets for more than one person using one smartphone or mobile device?

Yes. If everyone is present and enters Wayne State Arena at the same time. The ticket holder (smartphone holder) can access multiple tickets on their phone and swipe to scan as members of their party entering after each ticket scan. However, we recommend that you transfer tickets to each person attending the game for easier access into and throughout Wayne State Arena.

Can I manage my tickets on game day?

Yes. You may view barcodes on your mobile device or transfer tickets online up to the start of a Cruise game.

What if I lose connectivity/can't connect to my account at Wayne State Arena?

While complimentary wireless access is available at Wayne State Arena, we encourage you to download the tickets to your supported device before heading to the event.

What is the cutoff to transfer tickets?

Tickets may be transferred up to and throughout the first quarter of a Cruise home game. Once the ticket is scanned at the gate, however, it will no longer be available for entry into Wayne State Arena.

What are you going to do with my personal information? Is my information secure?

The Motor City Cruise and Wayne State Arena use the highest security measures available to ensure that your personal information is protected. No one can view or access your credit card or driver's license numbers, or account password.

For further questions, call the Pistons ticketing department at 313-PISTONS or the Wayne State Arena box office at (313) 577-4074.